Office of National Customer Services Management

Prepared especially for:

US Army Corps of Engineers

Newly Appointed Real Estate Chiefs

The “New” Office

Partnering with GSA

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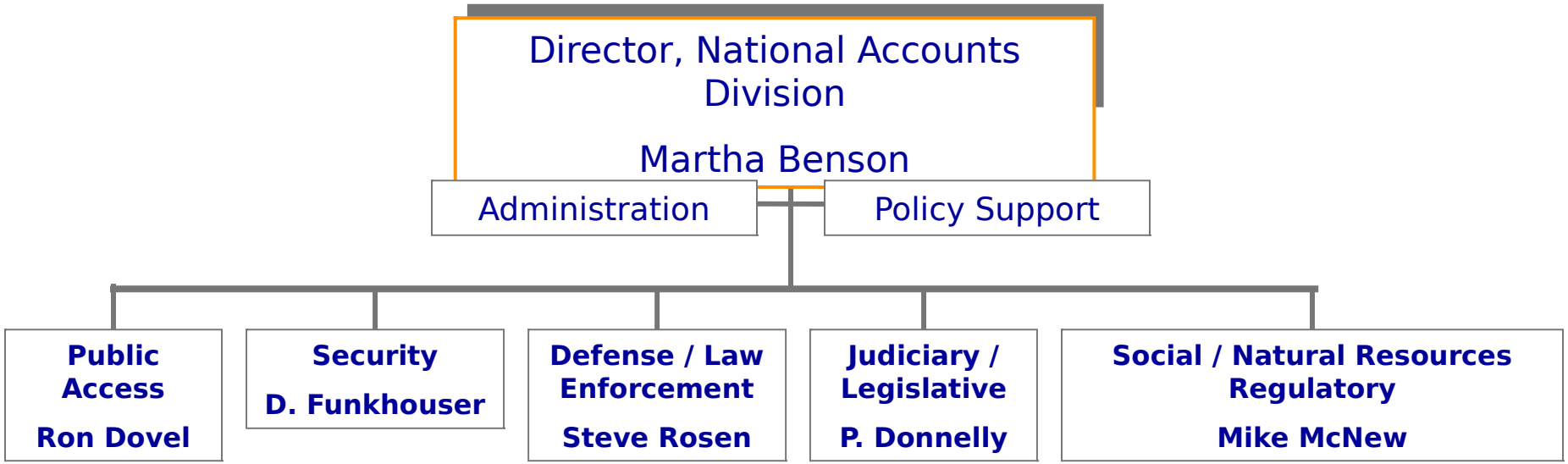

National Accounts

- Set Policy & Standards for Account Management Program
- Coordinate Development of Customer Coverage Strategies
- Form Strategic Relationships with Key Customers
- Collect Customer Intelligence
- Assess and Prioritize Customer Needs
- Influence Customer Friendly Business Processes
- Create Overall Customer Segmentation Strategy

National Accounts Customer Segmentation

By Mission

1. **Public Access** Commerce - Census, SBA, Treasury (IRS), Veteran's Affairs
2. **Security** DHS (CIS, CBP, ICE), State
3. **Law Enforcement / Defense** Justice, Attorneys, Marshals, FBI, DEA, DOD
4. **Judiciary / Legislative** Courts & the Congress
5. **Social / Natural Resources Regulatory** Agriculture, Education, Energy, EPA, HHS, HUD, Interior, Labor, SSA, Transportation

ACOE/GSA BOSTON PARTNERING WORKSHOP – 1/15/04

ACOE/GSA KANSAS CITY CUSTOMER OUTREACH – 2/8/05

Agenda Topics

- Customer Satisfaction Survey
- Realty Issues and Opportunities
- Regional Account Manager Program
- Customer access via GSA.GOV
- Federal Supply Service / Federal Technology Service
- Open Discussion

ACOE/GSA MOBILE PARTNERING WORKSHOP – 3/3/04

ACOE/GSA WEST COAST CUSTOMER WORKSHOP PARTNERING WORKSHOP – 8/24/04

Agenda Topics

- Exterior Federal Building Renovation (Mobile)
- Facility Issues / Communication
- Physical Security
- Site Visit – Roofing Project (Mobile)
- Real Estate Appraisal / Pricing Policy
- ACOE Budget Review
- Open Discussion

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